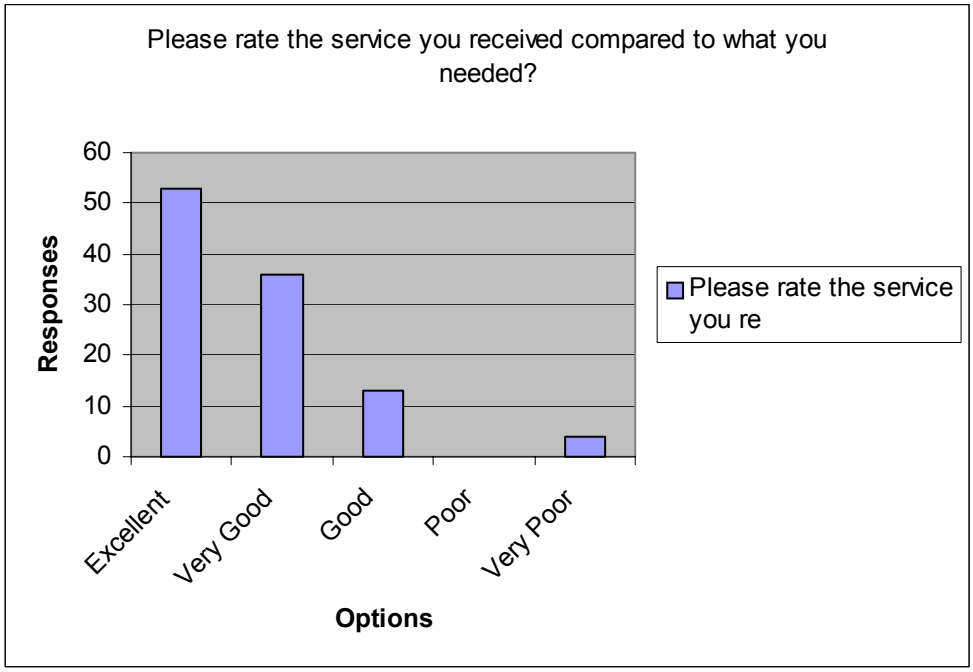
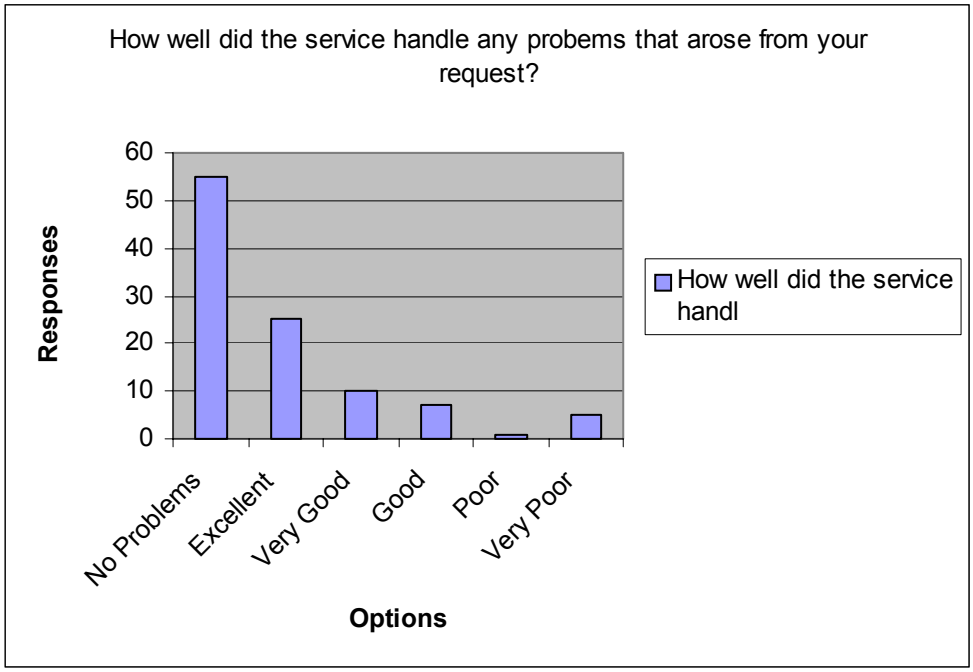
West Lothian Council

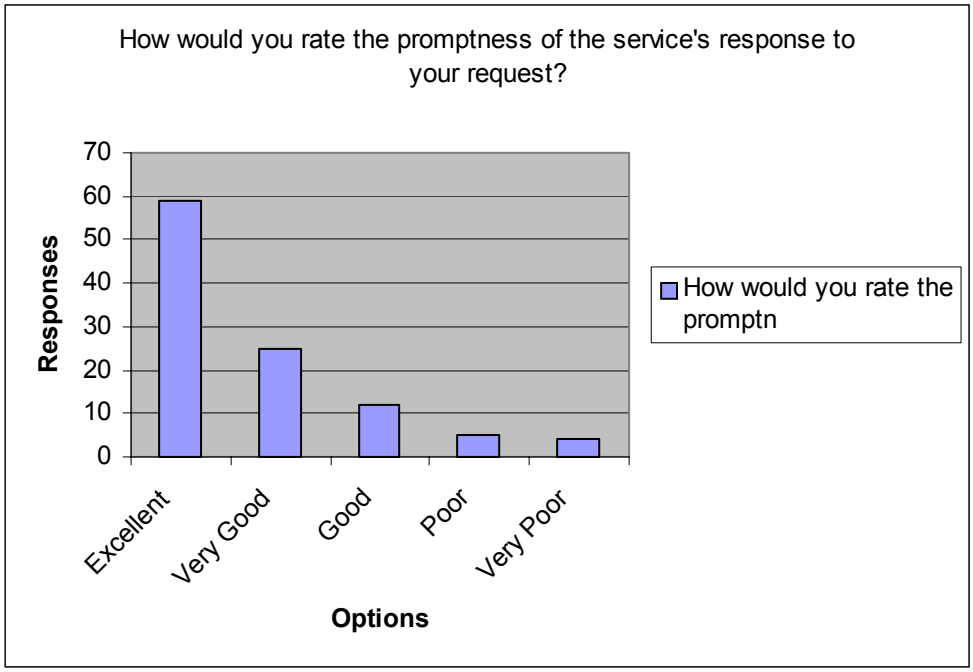
The Results of our Council Tax Customer Satisfaction Survey 2010-2011

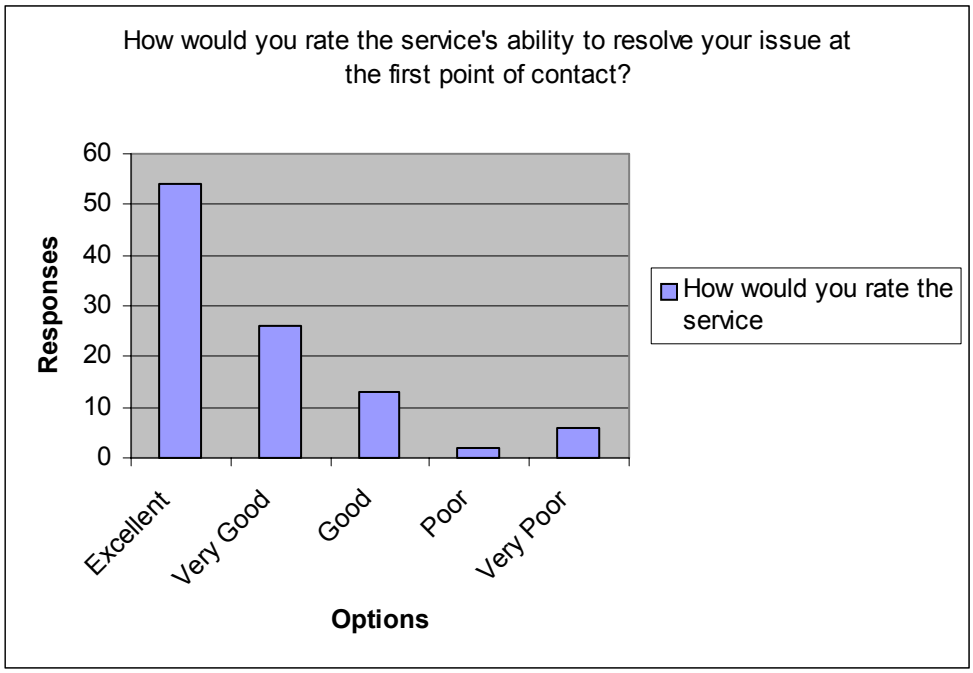
363 customer satisfaction were issued in throughout 2010 and early 2011 to customers who had been in contact with the Revenues Unit within the last 12 months.

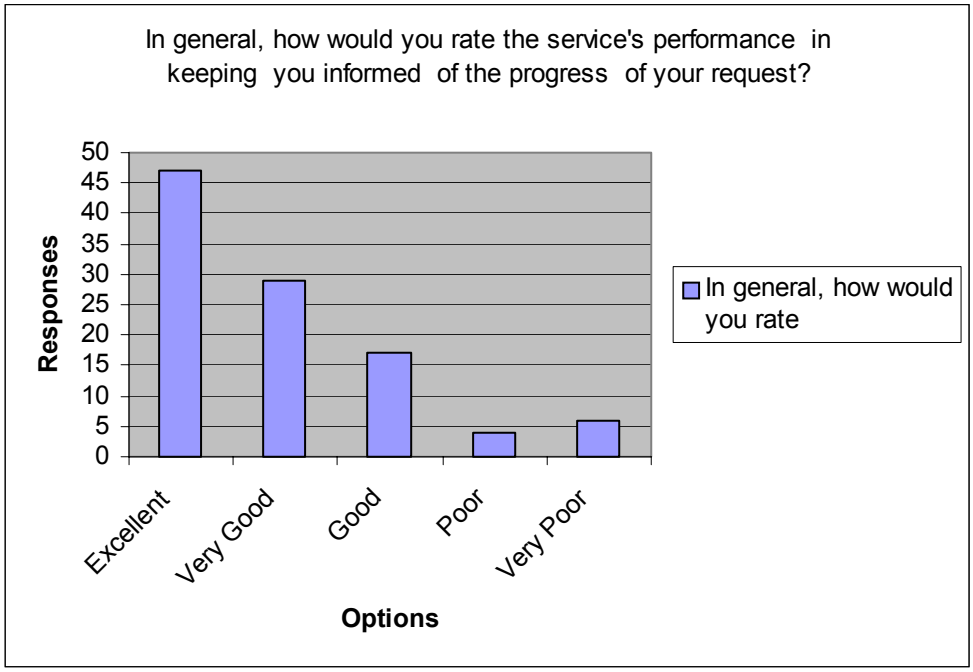
The return rate was 29.2%

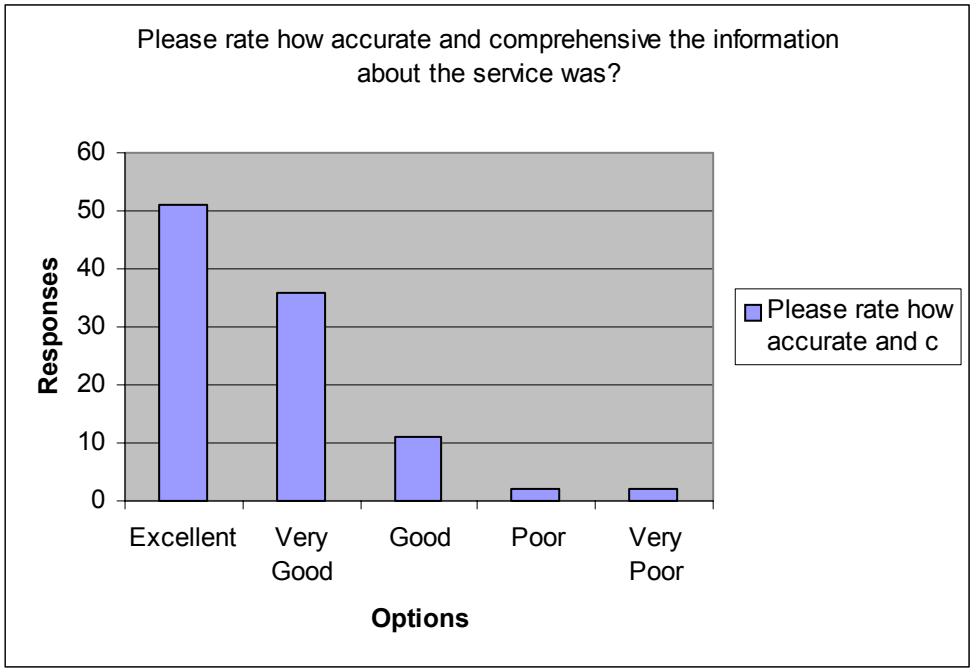


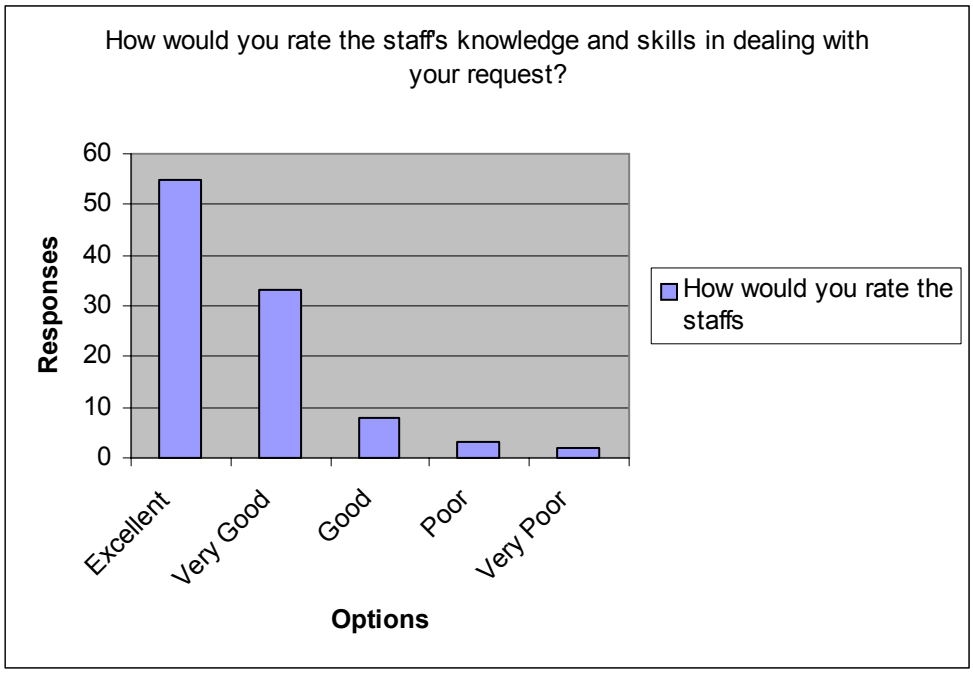


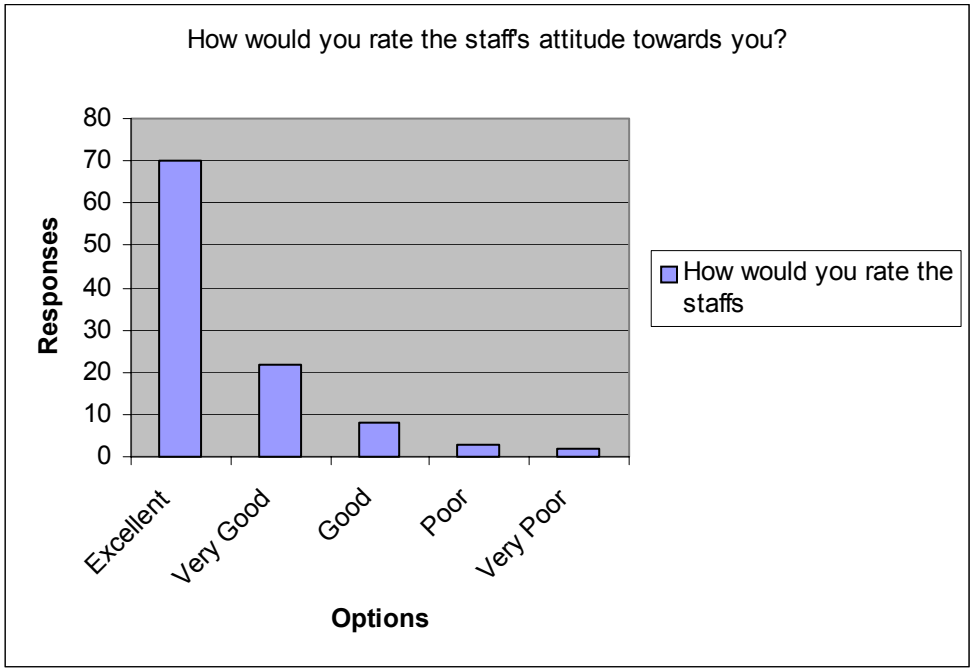

How would you rate the promptness of the service's response to your request?
Responses
70
60
50
40
30
20
10
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the promptn

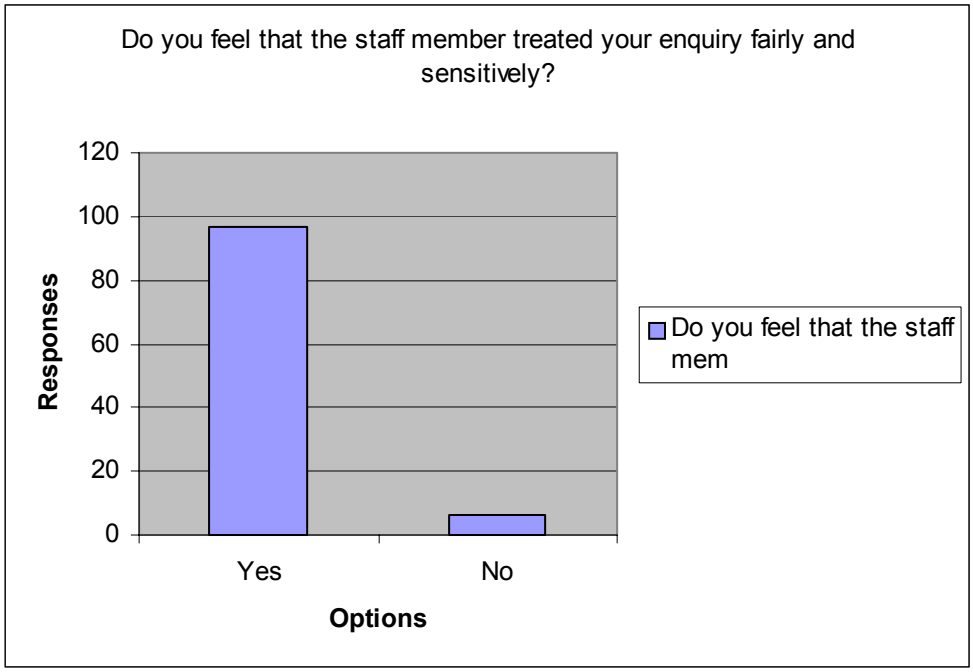

How would you rate the service's ability to resolve your issue at the first point of contact?
Responses
60
50
40
30
20
10
0
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the service

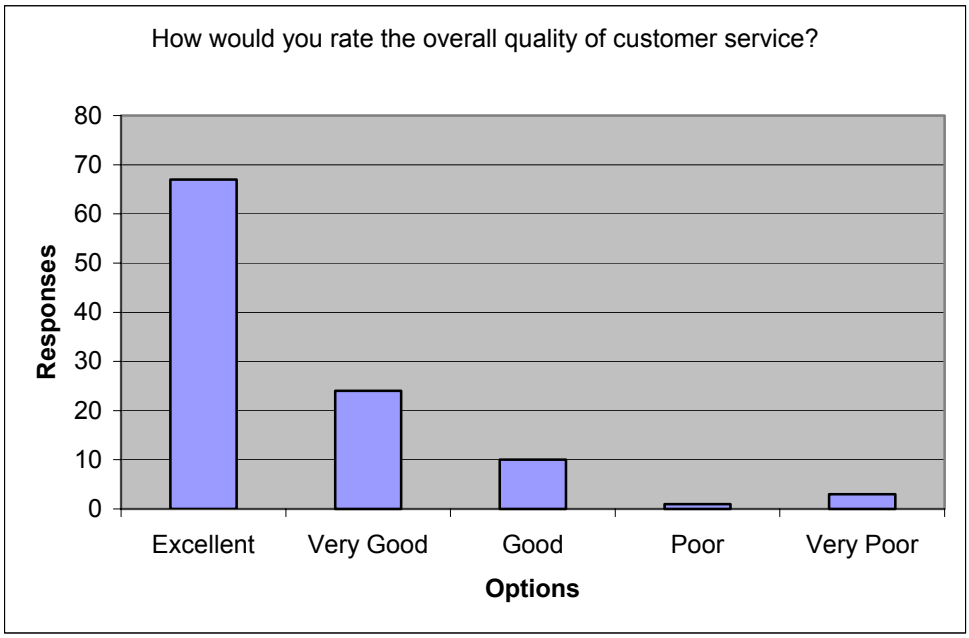

In general, how would you rate the service's performance in keeping you informed of the progress of your request?
Responses
50
45
40
35
30
25
20
15
10
5
0
Excellent
Very Good
Good
Poor
Very Poor
Options
In general, how would you rate

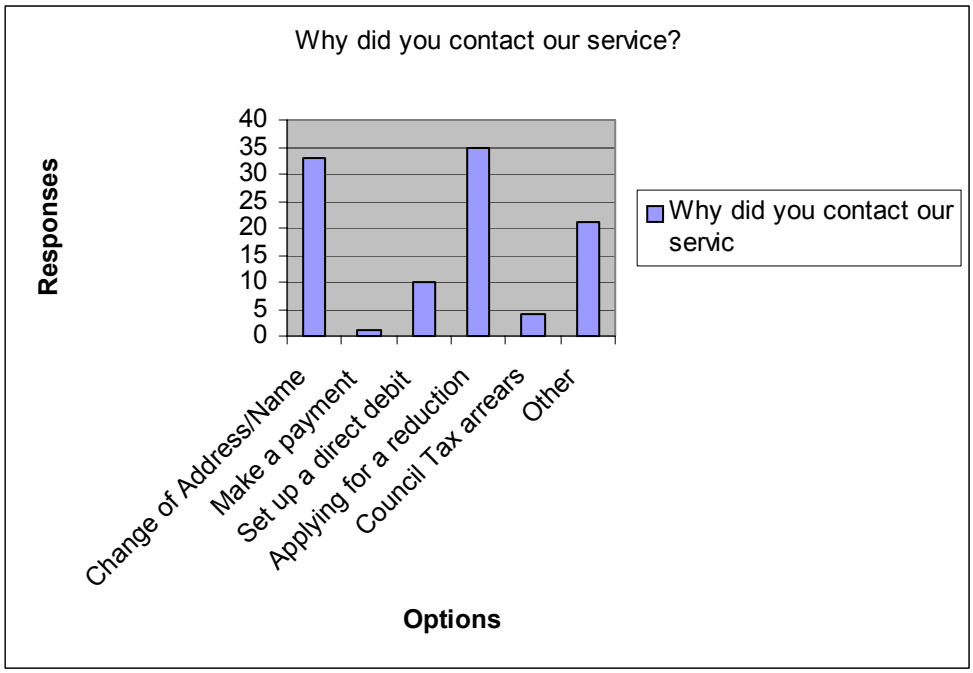

Please rate how accurate and comprehensive the information about the service was?
60
50
40
30
20
10
0
Responses
Excellent
Very Good
Good
Poor
Very Poor
Options
Please rate how accurate and c

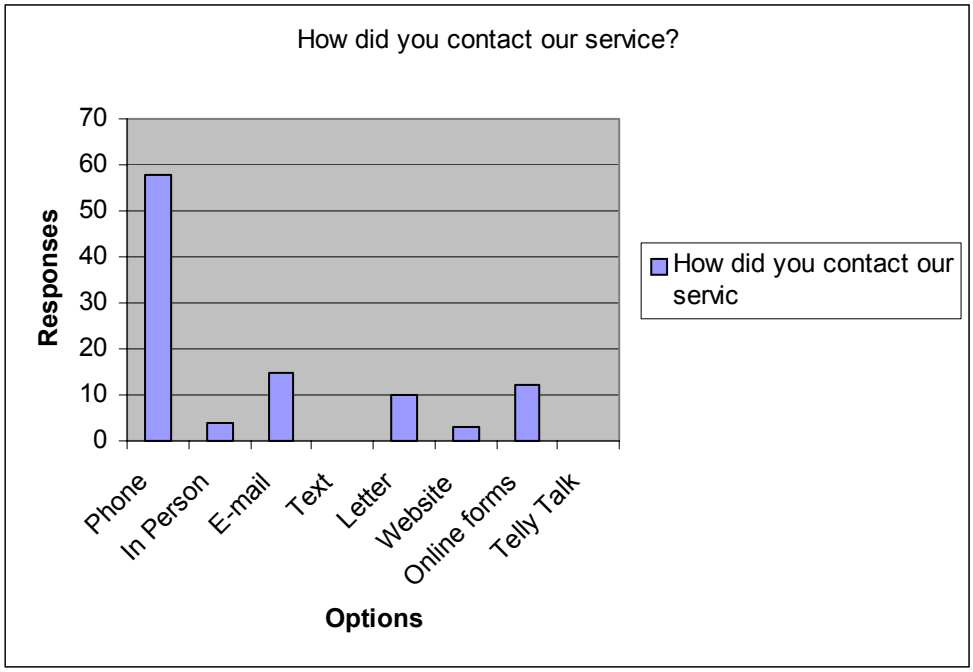

How would you rate the staff's knowledge and skills in dealing with your request?
60
50
40
30
20
10
0
Responses
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the staffs

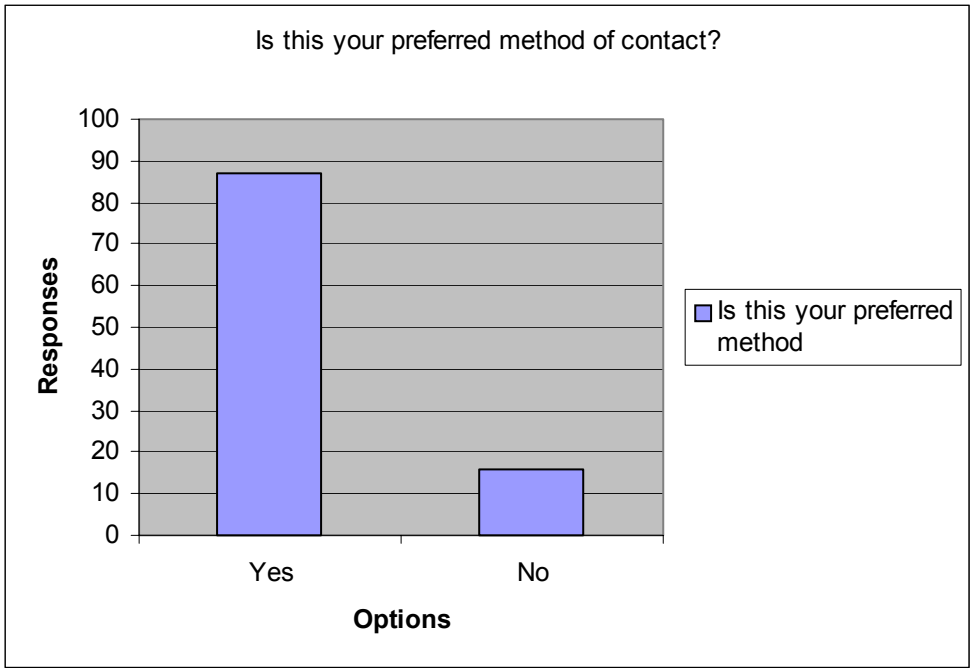

How would you rate the staff's attitude towards you?
80
70
60
50
40
30
20
10
0
Responses
Excellent
Very Good
Good
Poor
Very Poor
Options
How would you rate the staffs

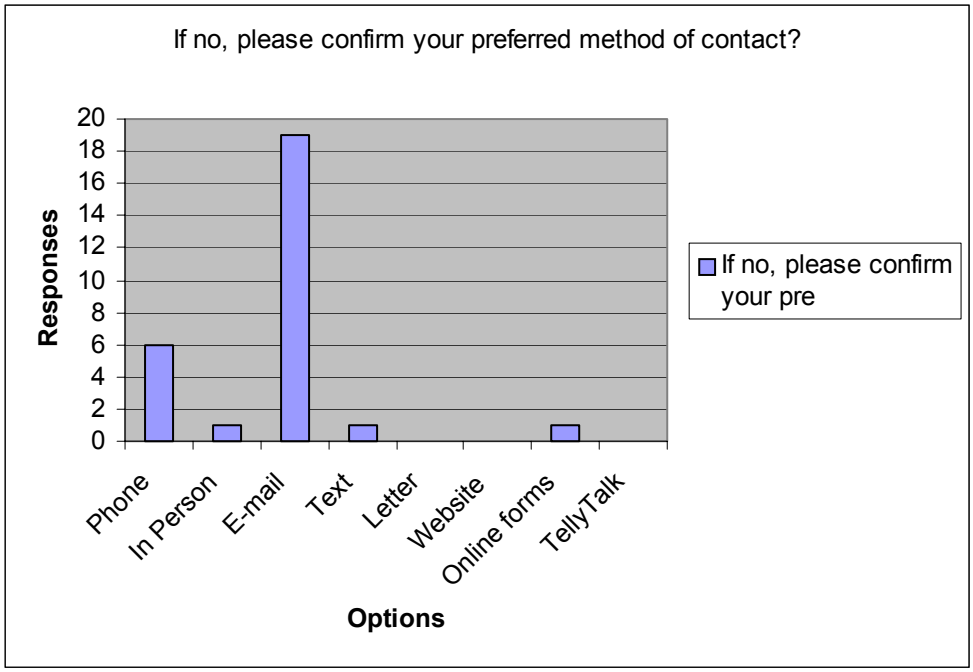

Do you feel that the staff member treated your enquiry fairly and sensitively?
120
100
80
60
40
20
0
Responses
Yes
No
Options
Do you feel that the staff mem

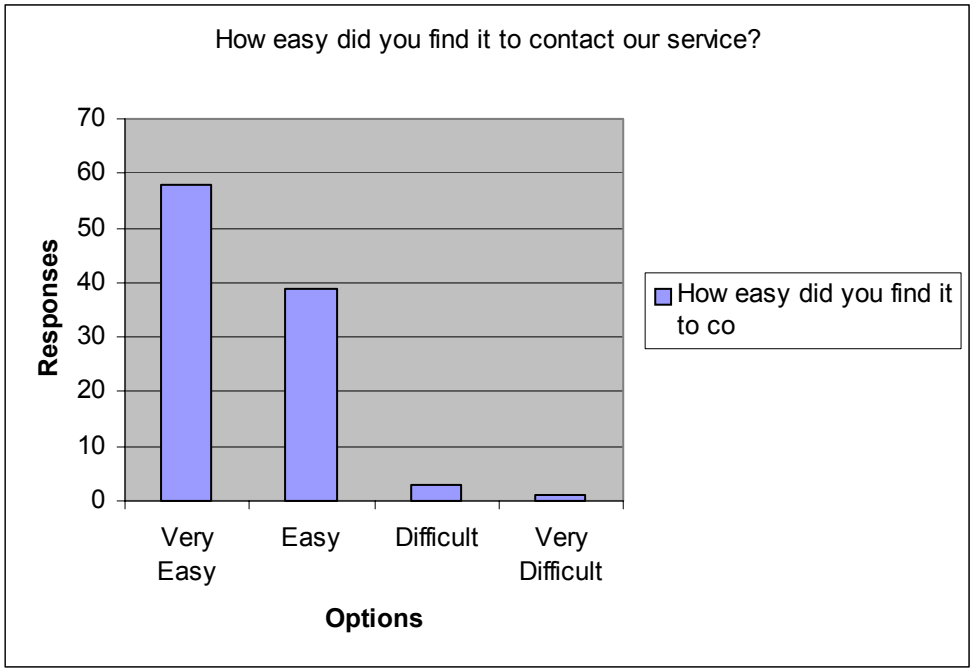

How would you rate the overall quality of customer service?
80
70
60
50
40
30
20
10
0
Responses
Excellent
Very Good
Good
Poor
Very Poor
Options

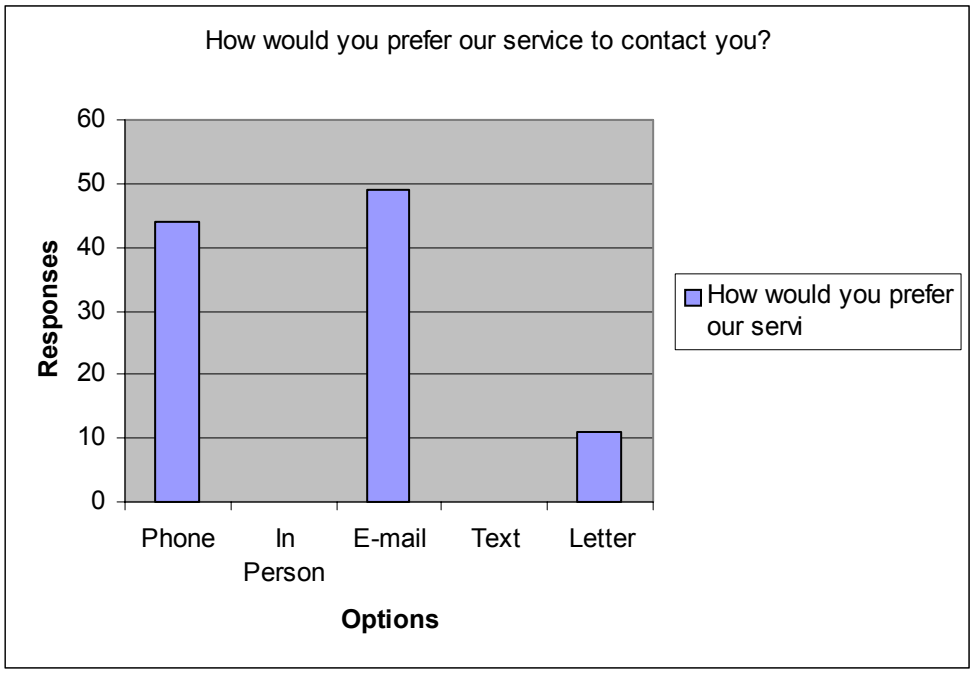

Why did you contact our service?
40
35
30
25
20
15
10
5
0
Responses
Change of Address/Name
Make a payment
Set up a direct debit
Applying for a reduction
Council Tax arrears
Other
Options
Why did you contact our servic

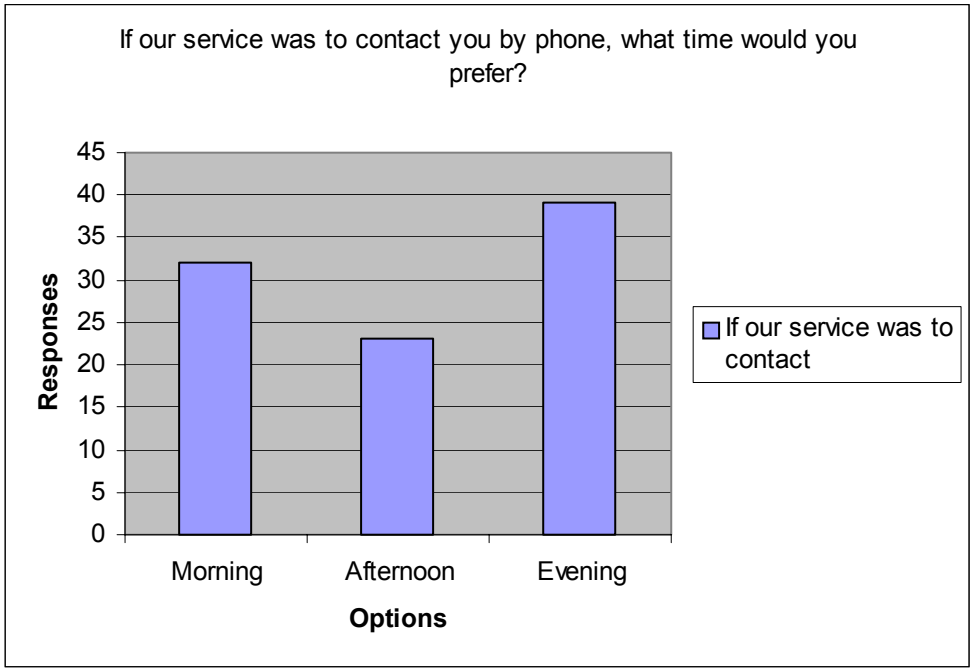

How did you contact our service?
Responses
70
60
50
40
30
20
10
0
Phone
In Person
E-mail
Text
Letter
Website
Online forms
Telly Talk
Options
How did you contact our servic

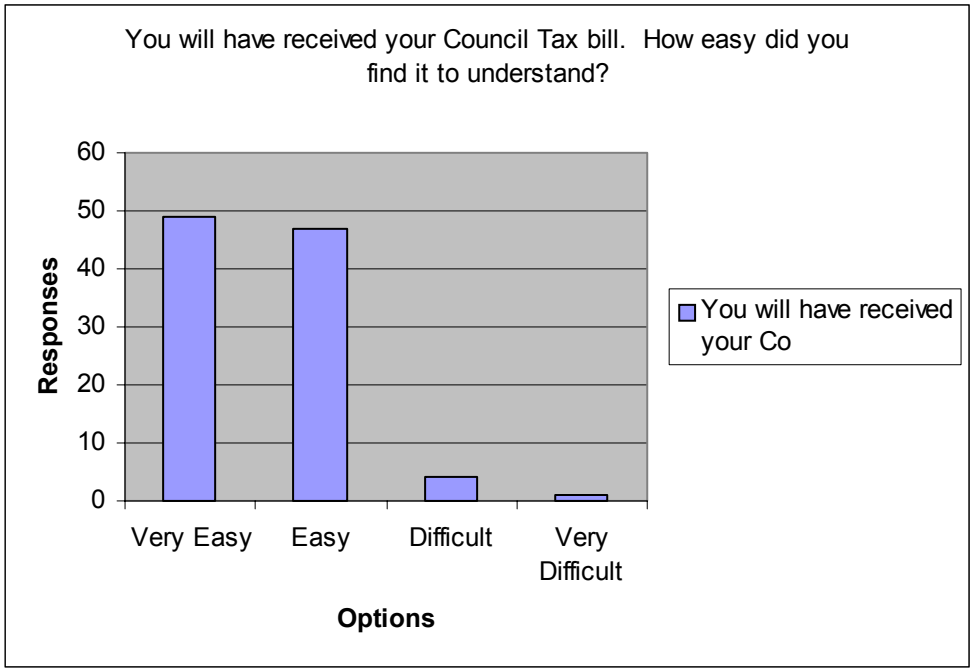

Is this your preferred method of contact?
Responses
100
90
80
70
60
50
40
30
20
10
0
Yes
No
Options
Is this your preferred method

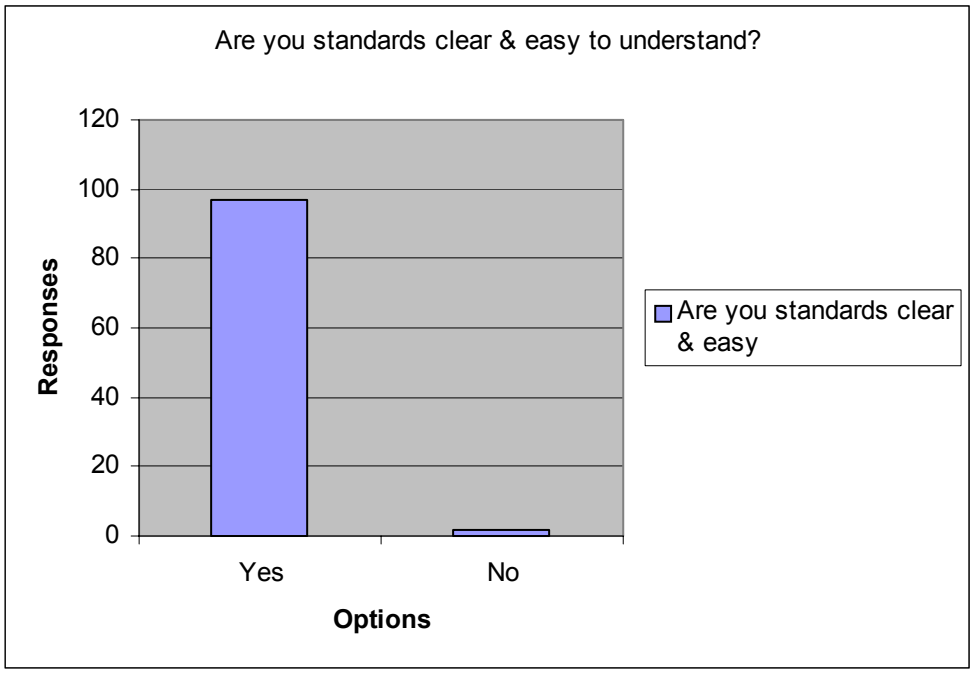

If no, please confirm your preferred method of contact?
Responses
20
18
16
14
12
10
8
6
4
2
0
Phone
In Person
E-mail
Text
Letter
Website
Online forms
TellyTalk
Options
If no, please confirm your pre

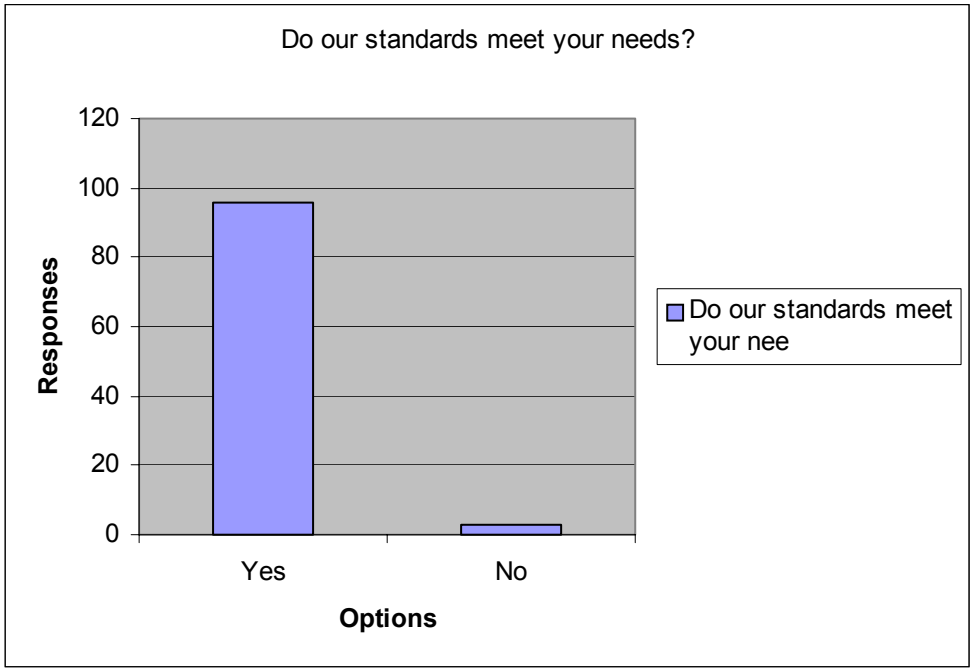

How easy did you find it to contact our service?
Responses
70
60
50
40
30
20
10
0
Very Easy
Easy
Difficult
Very Difficult
Options
How easy did you find it to co

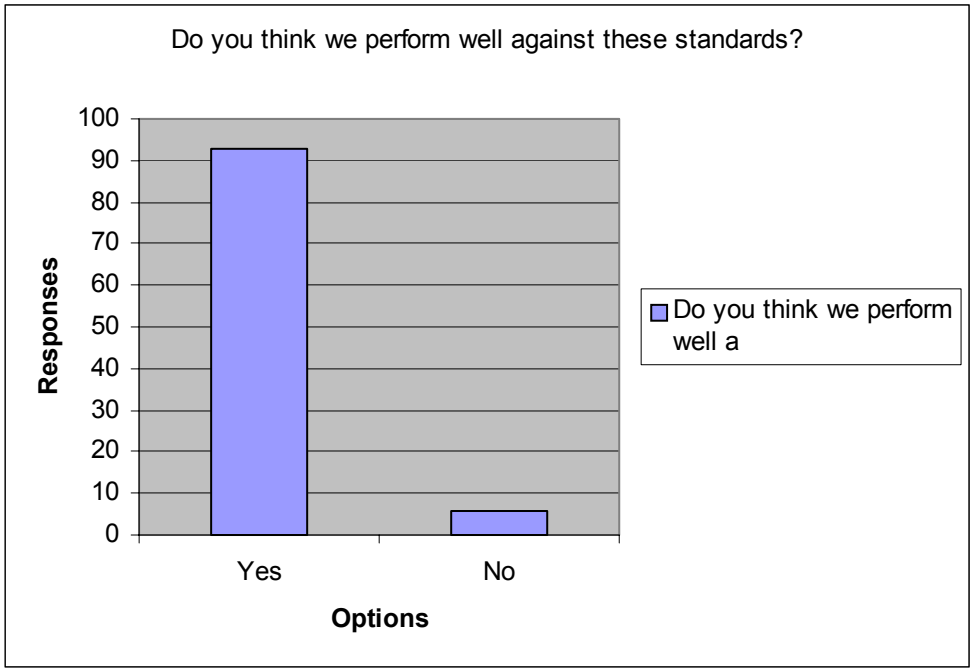

How would you prefer our service to contact you?
Responses
60
50
40
30
20
10
0
Phone
In Person
E-mail
Text
Letter
Options
How would you prefer our servi


If our service was to contact you by phone, what time would you prefer?
Responses
45
40
35
30
25
20
15
10
5
0
Morning
Afternoon
Evening
Options
If our service was to contact


You will have received your Council Tax bill. How easy did you find it to understand?
60
50
40
30
20
10
0
Responses
Very Easy
Easy
Difficult
Very Difficult
Options
You will have received your Co


Are you standards clear & easy to understand?
120
100
80
60
40
20
0
Responses
Yes
No
Options
Are you standards clear & easy


Do our standards meet your needs?
120
100
80
60
40
20
0
Responses
Yes
No
Options
Do our standards meet your nee


Do you think we perform well against these standards?
100
90
80
70
60
50
40
30
20
10
0
Responses
Yes
No
Options
Do you think we perform well a